

A hand is shown using a credit card machine. In the background, a computer monitor displays a software interface. The scene is set in what appears to be a retail or business environment.

serquo

Device Connectivity Solutions for Retail

At Serquo, we have been helping companies connect their devices for over 30 years.

At Serquo, we specialize in designing and implementing connectivity solutions for retail devices, enabling their integration into heterogeneous enterprise ecosystems that include proprietary protocols, custom APIs, and legacy systems.

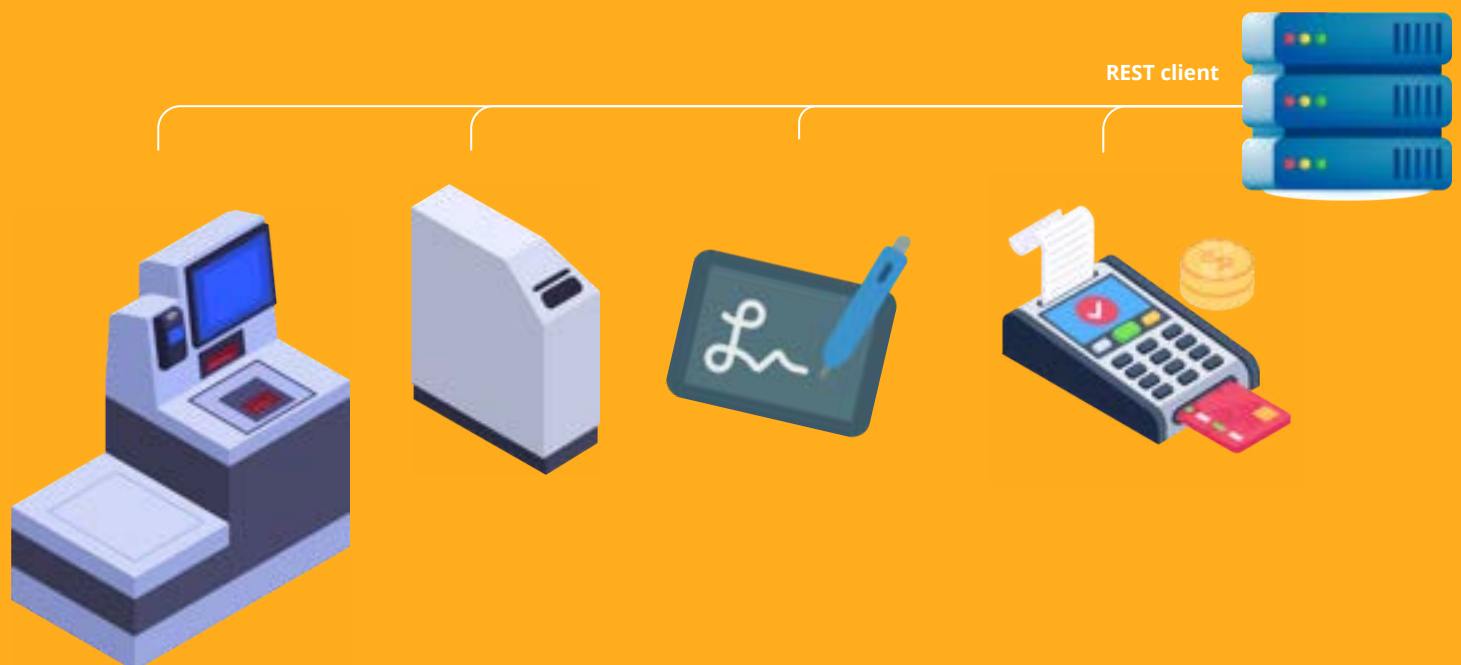
For 30 years, Serquo has been:

Integrating financial devices for retail

Designing abstraction layers (Middleware)

REST, WebSocket, TCP/IP, Serial, USB communications

Robust connectivity with ERP, POS, WMS, or CRM systems



**Our 30 years of experience
in financial device
connectivity services speak
for us.**



**“We help retail
companies connect
their cash management
devices with their
ecosystem.”**

**Carlos Bermejo,
Services Director at Serquo**

Use Case: Supermarket Chain

Integration of Cash Management Modules



The challenge:

A multinational supermarket chain installs cash management modules at checkout.

These devices use proprietary protocols that are not directly compatible with the POS, preventing integration and delaying large-scale deployment.

Additionally, a solution is needed that can adapt to different store environments without creating vendor lock-in or requiring changes to the existing POS system.



Serquo's solution:

We developed a custom middleware that translates communication between the POS and the cash module, enabling integration without affecting the current setup.

The solution offers a standardized interface via REST API and WebSockets, supports multiple configurations, and provides remote diagnostic tools.

This allowed the client to automate cash handling, reduce checkout errors, and deploy the solution at scale across its store network.



Use Case: Gaming and Casinos

Game Room — Integration of Cash Recyclers at Cashier Stations



The challenge:

A casino needed to automate its cashier stations, where prize payouts and chip exchanges take place.

The cash recyclers in use were not compatible with the casino management system and had to meet strict security and traceability regulations.



Serquo's solution:

We developed a connectivity module that integrates the recyclers with the casino system through a standardized interface.

The solution enables validation, dispensing, and recording of transactions with full traceability, enhancing efficiency and ensuring regulatory compliance.



Use Case: Logistics Company

Logistics — Integration of Devices for Order Preparation



The challenge:

A logistics company needed to connect various devices used in order preparation—such as RFID readers, picking terminals, and automatic sorters—with its warehouse management system (WMS).

The lack of a common language between the devices and central software hindered traceability, efficiency, and system maintenance.



Serquo's solution:

We developed a modular connectivity layer that acts as an intermediary between devices and the WMS, normalizing data and offering a unified interface based on APIs or message queues.

The solution allows rapid integration of new equipment, centralized monitoring, and improved traceability of each operation, optimizing preparation times and reducing errors.



Vending Machine Communication



The challenge:

A leading vending operator, with thousands of machines across the country, needed to improve cash control and payment systems in a fleet composed of devices from various manufacturers and generations.

These machines use proprietary protocols such as MDB or non-standard serial interfaces, complicating the integration of card readers, cash monitoring, and incident detection.



Serquo's solution:

We developed a connectivity gateway that translates proprietary protocols into a unified REST API, enabling integration with management systems.

Our solution allows monitoring of cash levels, error detection in validators or hoppers, alert generation for critical issues, and integration of new payment readers without changing central system logic.



Complementary Services

We offer the following services related to device connectivity:

Custom Middleware Development

We design middleware layers that act as translators between devices and enterprise systems. These solutions abstract hardware complexity, standardize data flows, and ease future integrations.

Technical Training for IT Teams and Integrators

We provide tailored training for technical teams and integrators focused on device connectivity.

This includes workshops on connectivity architecture, hands-on sessions on debugging, traffic analysis, API implementation, and preventive hardware maintenance.

Consulting and Advisory

We support our clients from the early stages of a project, helping define the best device integration strategy, evaluate technological alternatives, and reduce technical risks.

We analyze your current infrastructure, identify critical points, and propose concrete improvements to ensure long-term technological evolution.

Devices We Connect:

Here are **just a few examples** of devices we can connect:



Banknote recyclers



Coin sorters



Cash dispensers



Card readers



Biometric readers



Cash acceptors



Electronic signature tablets



Pinpads



Receipt printers



Barcode or QR code readers

Regardless of the type of device, even if it is not included in the list, we can connect it. Reach out to our team of experts if you have any questions about the financial devices we connect:

info@serquo.com





Why Choose Serquo?

We've been building custom connectivity solutions for over 30 years.

From banking to retail, vending, and logistics—we know how to make devices talk to your systems.

Trusted by leading companies

Euronet.

BBVA



PROSEGUR



IGT.



info@serquo.com or serquo.com